

TEXAS DEPARTMENT OF MOTOR VEHICLES  
CONSUMER SERVICE ADVISORY COMMITTEE  
MEETING

OPEN MEETING VIA TELEPHONE CONFERENCE CALL  
PURSUANT TO GOVERNOR'S MARCH 16, 2020,  
TEMPORARY SUSPENSION OF CERTAIN  
OPEN MEETING PROVISIONS

Thursday,  
September 30, 2021

COMMITTEE MEMBERS:

John Ames, Presiding Officer  
Billie Aliu  
Linda Carter (absent)  
Richard Cavender  
Brian Daugbjerg (absent)  
Thomas Drake (absent)  
Christopher Gaston  
Ruben Gonzalez (absent)  
Russell Hayter  
Kristen Hoyt  
Lori King  
Stephen Palacios  
Melissa Peace (absent)  
Bruce Stidham (absent)  
Susan Sutton (absent)  
Ford Wagner

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P R O C E E D I N G S

1  
2 MR. AMES: The time is 9:01, and this is the  
3 Customer Service Advisory Committee.

4 My name is John Ames, and I'm pleased to open  
5 the second meeting of the Customer Service Advisory  
6 Committee. For ease of reference, I will refer to the  
7 advisory committee as CSAC, C-S-A-C, which is the acronym  
8 for this committee.

9 I'm now calling the CSAC meeting to order. I  
10 want to note for the record that the public notice of this  
11 meeting, containing all items on the agenda, was filed  
12 with the Office of the Secretary of State on September 22,  
13 2021.

14 This is a meeting being held by teleconference  
15 call in accordance with the Texas Government Code, Chapter  
16 551.125. Members of the public may physically attend this  
17 meeting in person at 4000 Jackson Avenue, Building 1, Lone  
18 Star Room, Austin, Texas 78731, or they may attend this  
19 meeting by calling the toll-free telephone number, which  
20 is both posted on our agenda and was filed with the Office  
21 of the Secretary of State on September 22.

22 I understand we have no members in person, the  
23 vast majority of our members present today are using Webex  
24 or by phone, including myself.

25 At this time will all attendees please mute

1 your phone for the entire duration of the meeting. I'm  
2 asking our meeting host to make sure all participants'  
3 phones are muted except for the advisory committee members  
4 and those who are presenting.

5 Callers will be muted for any disruption,  
6 including background noises. If you can just minimize any  
7 background noises you have, that would be great, members.

8 I would like to remind all participants that  
9 this is a telephone conference call. Because this meeting  
10 is being held by telephone conference call, there are a  
11 few things that will assist us in making the meeting run  
12 smoother and assist the court reporter in getting an  
13 accurate record.

14 One of those things is we need to identify  
15 ourselves before speaking, so when you are called on,  
16 please just say, For the record, this is John Ames, and  
17 move forward with your speaking. Speak clearly, please,  
18 and speak up. I hope everyone can hear me well this  
19 morning.

20 Number three, remember that there might be a  
21 slight delay due to the telephone conference call meeting,  
22 so please wait a little longer than usual before  
23 responding to participants. Number four, do not speak  
24 over others. If you need to be called on, please raise  
25 your hand. Number five, please ask the presiding officer

1 to proceed and be sure to be recognized before speaking.

2 For advisory committee members participating by  
3 phone only, please use the instructions provided to raise  
4 your hand. Once unmuted by the meeting host, your line  
5 will remain unmuted for the duration of the meeting.  
6 Again, please be mindful of any background noise.

7 To limit background noise, please keep your  
8 line muted on your end until you're ready to speak, and  
9 when ready to speak, unmute your line, state your name for  
10 the record, then ask for the floor and wait to be  
11 recognized before speaking.

12 I would also like to thank your court reporter  
13 today who is transcribing this meeting. To make sure that  
14 we have an accurate recording of this meeting, it is very  
15 important that advisory committee members and anyone  
16 presenting today identify themselves before speaking and  
17 speak clearly and slowly. And I'm going to remind myself  
18 right now to slow down.

19 If you wish to address the advisory committee  
20 or speak on an agenda item during today's meeting, please  
21 send an email to GCO\_General@TxDMV.gov. Let me repeat  
22 that; the email address to send an email to is  
23 [GC\\_General@TxDMV.gov](mailto:GC_General@TxDMV.gov).

24 In your email please identify the specific item  
25 you are interested in commenting on, your name and address

1 and whether you are representing anyone or speaking for  
2 yourself. If your comment does not pertain to a specific  
3 agenda item, we will take your comment during the general  
4 public comment portion of the meeting. Comments should be  
5 pertinent to the issues stated in your email. When  
6 addressing the advisory committee, please state your name  
7 and affiliation for the record.

8 Before we begin today, I'd like to remind all  
9 presenters and those in attendance of the rules of conduct  
10 at our advisory committee meetings.

11 In the department's rules under 43 TAC Section  
12 206.22, the presiding officer is given authority to  
13 supervise the conduct of the meetings. This includes the  
14 authority to determine when a speaker is being disruptive  
15 of the meeting or is otherwise violating the timing or  
16 presentation rules that I just discussed. Disruptive  
17 speakers will be muted, given a warning about disruptive  
18 behavior, then removed from the meeting for any continued  
19 disruption.

20 Advisory committee members, please let us know  
21 immediately if you are no longer able to participate for  
22 any reason. If your phone call drops or you are  
23 disconnected, TxDMV staff will interrupt the meeting to  
24 let us know and to get you back on the line before we  
25 proceed.

1           And we do have a very tight quorum today so  
2           it's important that we try to stay on as long as possible  
3           or if you do get disconnected or have technical problems,  
4           we will definitely stop the meeting to get you back.

5           So item number 1 is the roll call and  
6           establishment of quorum. Right now I'd like to roll call  
7           the advisory committee members. Please respond verbally  
8           when I call your name and indicate you're present.

9           All right. We're going to start with Member  
10          Aliu, are you present today?

11          MS. ALIU: Yes. This is Billie Aliu, I am  
12          present.

13          MR. AMES: Thank you. Good morning.

14          MS. ALIU: Good morning.

15          MR. AMES: Linda Carter, are you present?  
16          Linda Carter?

17          (No response.)

18          MR. AMES: Okay. Member Cavender?

19          MR. CAVENDER: Good morning, everybody. I am  
20          here. Thank you.

21          MR. AMES: Good morning, Member Cavender.

22          Member Daugbjerg? Member Daugbjerg?

23          (No response.)

24          MR. AMES: Member Drake? Member Drake?

25          (No response.)

1 MR. AMES: Member Gaston?  
2 MR. GASTON: Member Gaston is present.  
3 MR. AMES: Thank you, Member Gaston.  
4 Member Gonzalez? Member Gonzalez?  
5 (No response.)  
6 MR. AMES: Member Hayter?  
7 MR. HAYTER: Russell Hayter present.  
8 MR. AMES: Thank you, Member Hayter.  
9 Member Hoyt?  
10 MS. HOYT: Good morning. I'm here.  
11 MR. AMES: Good morning, Member Hoyt.  
12 Member King?  
13 MS. KING: Member King present.  
14 MR. AMES: Wonderful. Glad to have you with  
15 us, Member King.  
16 MS. KING: Thank you. Glad to be here.  
17 MR. AMES: Member Palacios?  
18 MR. PALACIOS: Member Palacios is here.  
19 MR. AMES: Fantastic.  
20 Member Peace? Member Peace?  
21 (No response.)  
22 MR. AMES: Member Stidham? Member Stidham?  
23 (No response.)  
24 MR. AMES: Member Sutton? Member Sutton?  
25 (No response.)

1 MR. AMES: Member Wagner?

2 MR. WAGNER: Wagner is here.

3 MR. AMES: Fantastic. Good morning, Member  
4 Wagner.

5 And I, John Ames, the presiding officer is here  
6 also, so I do believe we have a quorum. Let me verify,  
7 one, two, three, four, five, six, seven, eight, nine.  
8 That is correct, we have nine members, which is what is  
9 required for a quorum. Congratulations, committee.

10 Okay. Let's dive right into it. The purpose  
11 of this committee is to assist the department in obtaining  
12 feedback regarding important legislation.

13 The advisory committees such as CSAC provide  
14 valuable input for the department in their advising  
15 capacity concerning issues related to improving and  
16 enhancing the department's customer service.

17 I just want to thank all the members for  
18 definitely being here and taking the time. I know this  
19 isn't your full-time job, but it is amazing what this  
20 committee can offer to the DMV to help them serve the  
21 public and work with their business partners.

22 Okay. Item number 2. Mr. Richards, if you  
23 would assist me when a hand goes up? I'm trying to  
24 monitor that, but I don't see any hands up right now.

25 MR. RICHARDS: I'll be happy to, sure.

1 MR. AMES: Thank you, sir.

2 Agenda item number 2.A. Implementation plan for  
3 advisory committee recommendations regarding Senate Bill  
4 876.

5 Members, I will now move into agenda number  
6 2.A., which is the implementation plan for the advisory  
7 committee members. This is on Senate Bill 876. I will  
8 turn the meeting over to Director Luna of the Vehicle  
9 Titles and Registration Division, and he will be assisted  
10 today by Clint Thompson, the deputy director of VTR, and  
11 various designated staff to lead the discussion on  
12 implementation.

13 Director Luna, the floor is yours.

14 MR. LUNA: Good morning, Presiding Officer  
15 Ames. Committee members, welcome to the Customer Service  
16 Advisory Committee. My name is Roland D. Luna, Sr. I'm  
17 the director of the Vehicle Titles and Registration  
18 Division, and Vehicle Titles and Registration Division  
19 we'll refer to as VTR.

20 During our first Customer Service Advisory  
21 Committee meeting, VTR discussed and outlined the major  
22 tasks and efforts associated with the implementation of SB  
23 876, and today we want to provide an in-depth description  
24 of the implementation plan, which includes four major  
25 components: the first component is transaction processing

1 and the impact to stakeholders, which includes the public,  
2 dealers and county tax assessor-collectors; the second  
3 component is programming enhancements to TxDMV systems;  
4 the third component, funds structure; and then lastly, the  
5 fourth component is our communication plan.

6 In your committee packet you can find the  
7 materials I just mentioned in the exact same order. Each  
8 of the four components of the implementation plan has its  
9 own page.

10 For efficiency and focused discussion on a  
11 particular component, we ask the committee to allow each  
12 presenter to complete the presentation of the materials  
13 and then we can proceed with discussion and any questions  
14 that the committee may have.

15 With me today is Clint Thompson, VTR deputy  
16 director, who is an excellent resource and available for  
17 questions and will help facilitate discussion as well, as  
18 well as other VTR staff who will assist with the  
19 presentations.

20 Now I will turn it over to Lisa Resendez,  
21 section director of Title Services. Ms. Resendez.

22 MR. AMES: Ms. Resendez, can you hear us?

23 (No response.)

24 MR. AMES: Director Luna, she may be having  
25 some technical difficulties. Would you like to take her

1 part?

2 MR. LUNA: Officer Ames, if I could have  
3 everyone, committee members, refer to your materials and  
4 you will find a document that says at the very top "Senate  
5 Bill 876 Implementation Plan" and right below that you'll  
6 see it says "Transaction Processing." Was everyone able  
7 to locate that document? And I'll continue with the  
8 presentation until Ms. Resendez is able to join us.

9 MR. AMES: Thank you, Director Luna. Will Ms.  
10 Resendez be able to share the presentation once she  
11 arrives?

12 MR. LUNA: Yes, sir, we can do that now.

13 MR. AMES: That would be fantastic. Thank you,  
14 sir.

15 MR. LUNA: Absolutely.

16 (Pause.)

17 MR. AMES: Members, thank you for your patience  
18 while we get this presentation up on the screen and  
19 Director Luna gets prepared to present this first section  
20 to us.

21 MR. THOMPSON: Good morning, Presiding Officer  
22 Ames. Clint Thompson, deputy director of VTR. If I could  
23 have the floor, please?

24 MR. AMES: Yes, sir.

25 MR. THOMPSON: Thank you.

1           Jeff, are you going to be sharing, or I don't  
2 know who is going to be sharing the document. I'm not  
3 sure we have that ability as participants.

4           MR. TEMPLETON: My understanding, because  
5 there's call-in users, we're not sharing documents because  
6 the won't be able to see them.

7           MR. THOMPSON: Gotcha, okay. So it's my  
8 understanding that this material was emailed out -- either  
9 emailed out to everybody or I know it's posted on our  
10 website, so if everybody has access to that and starting  
11 on page 5. And apologize for the technical difficulties  
12 that we're having.

13           MR. AMES: No, it's on problem. Mr. Thompson,  
14 Presiding Officer Ames here real quick.

15           MR. THOMPSON: Yes, sir.

16           MR. AMES: In the future, Mr. Richards, if at  
17 all possible we'd love to be able to share these documents  
18 virtually. I know some people have called in, and we'll  
19 ask them to print them and have them ready for them.

20           MR. RICHARDS: I will check into that for you,  
21 Presiding Officer Ames, and get back with you.

22           MR. AMES: Okay. Thank you.

23           Members, does anybody not have the document or  
24 do you need a minute to get the document?

25           MR. LUNA: Officer Ames, may I be recognized?

1 MR. AMES: Yes, sir, Mr. Luna.

2 MR. LUNA: For anyone that is calling in and is  
3 near a computer, as Deputy Director Clint Thompson  
4 mentioned, the materials are available on our website, and  
5 they can easily be accessed that way as well, in the event  
6 that they lost it in the shuffle of email.

7 MR. AMES: Thank you.

8 And it was emailed out to all of the members,  
9 so in the future, members, if you don't have access or you  
10 won't be dialing in via Webex and you'll be using your  
11 phone, please preprint these documents, because they are  
12 extremely helpful.

13 Please proceed, Mr. Luna.

14 MR. THOMPSON: Presiding Officer Ames, Clint  
15 Thompson, deputy director of VTR. I'm going to cover this  
16 particular portion.

17 MR. AMES: Fantastic, Clint. Thank you.

18 MR. THOMPSON: Thank you.

19 Again on page 5, hopefully everybody was able  
20 to pull these up. Good morning. I'm going to discuss  
21 transaction processing, and what we've presented here is  
22 basically a chart outlining the current state of title  
23 applications as well as registration renewals compared to  
24 the future state relative to Senate Bill 876, again  
25 effective March 1. I want to cover this briefly, and then

1 we'll get into the impact to the various stakeholder  
2 groups.

3 So for title applications from a dealer  
4 perspective, the transactions currently must be processed  
5 in the purchaser's county, dealer's county, or the  
6 lienholder's county as specified by the purchaser.

7 If the purchaser's county of residence happens  
8 to be closed and was selected, the dealer then has the  
9 ability to submit to any county that's willing to process  
10 the transaction.

11 Likewise, for a private party the purchaser has  
12 the option to submit the title application in their county  
13 of residence, the seller's county, or the lienholder's  
14 county, and it is at the designation of the purchaser, and  
15 likewise, if their county of residence happens to be  
16 closed, then they can submit the transaction to any  
17 willing county.

18 So for title applications with Senate Bill 876,  
19 once it's effective, they must continue to be processed in  
20 the purchaser's county and the dealer's county, which  
21 obviously is synonymous with the seller's county or the  
22 lienholder's county.

23 The provision that has been removed in statute  
24 is the requirement that the resident's county be closed  
25 for any other county to be able to process the

1 transaction. So essentially we have the three statutory  
2 counties, that I know we discussed at the last meeting,  
3 and now we have any willing county, and again, there is no  
4 requirement that the resident county be closed.

5 I do want to point out that in a dealer  
6 transaction there is no longer the requirement that the  
7 purchaser specify the county where the transaction will be  
8 processed; that is at the discretion of the dealer.

9 And as far as registration renewals, today we  
10 know that the transaction must be processed in the owner's  
11 county of residence unless the resident county is closed,  
12 and the customer can submit the transaction to any county  
13 willing to process the renewal, and again, the future  
14 state is continued, the statutory county is resident  
15 county, or they can submit the registration renewal to any  
16 county willing to process it.

17 So impact to various stakeholder groups: For  
18 the public this affords them the ability to process these  
19 transactions anywhere that a county is willing. No longer  
20 are they confined to those statutory counties or the  
21 requirement that their county of residence be closed for  
22 them to seek another county willing to process it.

23 So again, this just gives them the flexibility  
24 that they have if they're traveling, things of that  
25 nature, or happen to be close to a county line, whatever

1 the case may be, this is just a benefit for consumers.

2 But obviously one of the requirements here  
3 being a willing county, they would be required to contact  
4 that county that is going to process the transaction to  
5 ensure that they are in fact willing to process  
6 transactions outside of the statutory defined counties.

7 So for dealers impact, again, the processing  
8 county is now determined by the dealer and not the  
9 purchaser. What that means is the county of title  
10 issuance Form VTR-136 is no longer required, and it will  
11 be obsolete effective March 1, since that is the form  
12 where the purchaser specifies the processing county.

13 Again, the dealer has the ability to select  
14 between the purchaser's county, the seller's county --  
15 i.e., the dealer's county -- the lienholder's county, or  
16 identifying any county willing to process the transaction.

17 The one thing we certainly want to point out  
18 here, this is an impact to everyone but certainly the  
19 potential impact to dealers who may require programming of  
20 the dealer management systems, the title application fee  
21 with this implementation will be assessed based on the  
22 purchaser's county of residence, no longer will it be  
23 based on the processing county. Even if it's not a  
24 willing county and it's a statutory county, the title  
25 application fee again will be assessed based on the

1 purchaser's county of residence.

2           And as far as impact to county tax  
3 assessor-collectors, at a high level the county is going  
4 to obviously have to make a determination if they're going  
5 to process transactions as a willing county outside of  
6 those which they are statutorily required to process.

7           Understand any changes to RTS, the funds  
8 remittance, things of that nature -- which we're fixing to  
9 get into in the remainder of this presentation --  
10 obviously we'll have release notes and things of that  
11 nature as well, but I think it's important for counties to  
12 understand the programmatic changes that we're going to  
13 implement with this.

14           And then the other consideration -- or another  
15 consideration is when providing fee estimates to  
16 customers, need to make sure that the staff providing  
17 estimates to customers are taking into consideration the  
18 customer's county of residence and whether or not your  
19 county is going to be a statutory county or not, because  
20 that's obviously going to impact the fees.

21           So today, as a county, when you provide an  
22 estimate to someone who is applying for title to your  
23 county, you're going to tell them that it's your  
24 respective county's title application fee. That will  
25 change tomorrow if the applicant's county of residence is

1 actually a county that charges a different title  
2 application fee.

3 Likewise, if you are going to be a willing  
4 county for registration purposes, including in conjunction  
5 with a title application, those fees will be assessed  
6 based on the owner's county of residence for registration  
7 renewal notice or the applicant if it's a title  
8 application, so that's something that certainly staff is  
9 going to need to consider when providing information on  
10 potential fees for transactions.

11 And so I will open it up if anybody has any  
12 questions on that particular portion of it, again, impact  
13 to stakeholders.

14 As Roland indicated, we will be going through  
15 the programming enhancements, fee structure, and our  
16 communication plan. I don't see any hands up; I'll give  
17 you just a minute, and in the meantime I'll hand it to  
18 Romeo McCain for programming enhancements if we don't have  
19 any questions.

20 MR. AMES: Thank you, Mr. Thompson.

21 Members, any questions about what we heard from  
22 Mr. Thompson? Members?

23 (No response.)

24 MR. AMES: Mr. Thompson, I do have a few  
25 questions.

1 MR. THOMPSON: Yes, sir.

2 MR. AMES: Briefly, you stated that the VTR-136  
3 will be no longer required and will be obsolete effective  
4 March 1. Correct?

5 MR. THOMPSON: That is correct.

6 MR. AMES: I just wanted to confirm that.

7 And then secondly, under the dealer section you  
8 spoke about the assessment of title fees based on the  
9 purchaser's residence -- and I'm sorry; this is Presiding  
10 Officer Ames that's asking these questions, for the  
11 record -- the assessment of title fees will be based on  
12 the purchaser's residence county. Can you give the  
13 committee an example of how those fees would change from  
14 county to county?

15 MR. THOMPSON: Sure. Make sure I clarify,  
16 Clint Thompson, deputy director of VTR.

17 So the title application fee essentially is  
18 assessed based on the county being a non-attainment county  
19 or an affected county, and really that's, simply put, do  
20 you have an emissions program or not. That's the simplest  
21 way to put this.

22 So the title application fee is either \$33 or  
23 \$28, and today it is based on the processing county,  
24 whether the processing county meets the clean air  
25 standards or not, and again, it's either \$33 or \$28, and

1 it does not change.

2 So March 1, Dallas County, for example,  
3 charging the \$33 title application fee, if a customer from  
4 another county, a resident of another county is applying  
5 for title in Dallas County and their county assesses a \$28  
6 title application fee, RTS will assess that \$28 fee as  
7 opposed to the \$33 that Dallas assesses themselves today  
8 as a processing county and after March 1 as the  
9 purchaser's county of residence.

10 Does that make sense?

11 MR. AMES: It does, Director Thompson. Thank  
12 you. This is Presiding Officer Ames again. And for the  
13 education of the committee members who are not familiar,  
14 the counties do not choose whether they're emission  
15 counties or not emission counties; that is not a choice.

16 And the large counties are emission counties  
17 and adjacent counties to them are emission counties, but  
18 most of Texas is not emissions. Is that correct, Director  
19 Thompson?

20 MR. THOMPSON: That is correct.

21 MR. AMES: Thank you.

22 Any other questions? Members, any questions  
23 based on the information that Mr. Thompson just presented  
24 to us?

25 (No response.)

1 MR. AMES: Okay. Hearing none, we're going to  
2 move forward to out next presenter.

3 MR. McCAIN: Thank you, sir. Good morning to  
4 everyone. For the record, my name is Romeo McCain, and I  
5 am a program supervisor for Registration Services. I will  
6 be speaking to you today regarding page 2 of our handout  
7 regarding department programming enhancements.

8 So before we get into the specific system  
9 changes, I'd like to just reiterate some of the  
10 information provided by Deputy Director Clint Thompson in  
11 terms of it's important to remember that a statutorily  
12 required county stands apart from a willing county.

13 So even with the new opportunities being  
14 provided by Senate Bill 876, statute still mandates that a  
15 purchaser, dealer, seller, or lienholder county is still  
16 required to process a transaction if presented to them by  
17 a purchaser or dealer. Conversely, a willing county is a  
18 county processing a transaction that is not bound by  
19 statute in that respect, thus truly making them a willing  
20 county.

21 So the department, in its endeavor to automate  
22 the needs of Senate Bill 876, we're continuing to  
23 implement system programming that will alleviate the need  
24 for end-users to make live-time, real-time determinations  
25 of what a statutorily required or willing county actually

1 is.

2 We want to make this a seamless endeavor as  
3 you're assisting customers at your desk or work station,  
4 so one of the programming enhancements will include the  
5 use of address validation software to determine and verify  
6 the Texas resident county.

7 So as some of you may be aware, our systems  
8 offer multiple entry options for an address that is stored  
9 as a part of the vehicle record. As a result, any of  
10 these addresses can be filled with any number of  
11 variations, addresses that a person may have. We found it  
12 important when using this address validation software to  
13 determine which order to evaluate and consider these  
14 addresses.

15 Based on current system functionality and  
16 varying scenarios, we thought it most appropriate to  
17 consider the renewal address, owner address, and then the  
18 vehicle location address in that order when validating a  
19 resident county.

20 Utilizing this approach, we think, allows the  
21 continued use of multiple Texas addresses, P.O. boxes, and  
22 out-of-state addresses that one may present when  
23 conducting business related to their vehicle, be it  
24 renewal or title.

25 So with all those opportunities for varying

1 addresses, we had to make sure that we are honing on what  
2 are we looking at first and how are we working our way  
3 through the various opportunities address-wise.

4 So this address validation programming will  
5 also be used to determine the statutorily required  
6 counties using data elements currently provided and  
7 available when processing title transactions.

8 When processing a title transaction, a  
9 purchaser's county is going to be determined by the  
10 residence county. Dealer information, such as the  
11 dealer's license number, is required when processing a  
12 title transaction and will be used to determine the  
13 dealer's county, utilizing the address associated to their  
14 actual license. So again, we're looking to use what  
15 information we currently have to, again, alleviate any  
16 pressure points for the end-user.

17 In a private-party sale, the determination of  
18 the seller county will be based on the previous Texas  
19 owner's resident county when available. And of course,  
20 the last one listed there, the lienholder county will be  
21 determined by the address validation using that lienholder  
22 address.

23 So all these validations will take place behind  
24 the scenes, and the system will determine which of these  
25 statutorily required components needs to be considered

1 when identifying the willing county scenario.

2 Working our way through, another programming  
3 enhancement involves adding functionality to the  
4 Registration and Titling System, which is referred to as  
5 RTS.

6 Just taking a moment, a bit of a refresher from  
7 our last discussion, RTS is the department's primary  
8 system, if you will, that is used by internal staff and  
9 county tax assessor-collectors offices to process various  
10 title and registration related transactions, so those  
11 transactions are including, but not limited to, title  
12 transfers and registration renewals, so it's a very key  
13 component in what we're discussing here today.

14 RTS currently has existing functionality that  
15 allows users known as administrators to set up varying  
16 levels of access for county users, depending on the nature  
17 of the transaction, so these transactions within the  
18 system are referred to as events, if you will.

19 That's just some internal ways that we describe  
20 the various types of transactions that you can process.  
21 So what we've done is we've looked to leverage this  
22 capability and add functionality under one of those  
23 events, referred to as the local options event, to allow  
24 for a county to specifically designate the transactions  
25 that they are willing to process, other than those

1 transactions they are required by statute to process, of  
2 course.

3 So as we are developing and working through  
4 requirements, we're looking to develop to allow a county  
5 to designate whether they are willing to process  
6 registration renewals, title transactions, or both, if  
7 they choose. So it's not an all-or-nothing type of  
8 situation, we're looking to set it up so that you can  
9 determine which of the two or both that you're willing to  
10 process.

11 Otherwise, what we're doing is looking to set  
12 the system up to prevent counties from processing  
13 transactions as a default. So what that's meaning is when  
14 the change takes place in March, everyone will be  
15 defaulted to not accept out of county, unstatutorily  
16 required transactions, so you, as a county, would make the  
17 decision to turn that feature and functionality on.

18 And we thought that was the best approach to  
19 make sure that everyone that is participating is making  
20 that decision. So this functionality works in tandem with  
21 the statutorily required parameters previously discussed.

22 So although RTS will serve as the initiating  
23 point for this county-driven designation, the impact of  
24 that decision will also carry over into other systems. So  
25 as some of us are aware, and we've discussed in our

1 previous meeting, we have other systems in place,  
2 webDEALER and webSUB, that are involved with this any  
3 willing county situation, so the decision point made in  
4 RTS will carry over into these other systems as well.  
5 Again, looking to do the best we can to make sure that  
6 decision points are easy; once the decision is made  
7 everything is done automatically with that decision.

8 So with that, as I mentioned, if any of you  
9 recall in our last meeting, I just want to reiterate that  
10 the department, we continue to work through implementation  
11 and programming requirements, and consideration is and  
12 will continue to be given to all program options that will  
13 assist in streamlining this process for everyone that's  
14 involved.

15 At this point I'd like to ask if there are any  
16 questions, comments, concerns that anyone would like to  
17 discuss.

18 MR. AMES: Thank you, Mr. McCain.

19 Presiding Officer Ames here. Members, any  
20 comments or questions for Mr. McCain? Any comments or  
21 questions on what you just heard from Mr. McCain?

22 (No response.)

23 MR. AMES: Mr. McCain, I'm not seeing any  
24 questions from the members. I do have a few things I'd  
25 like to ask.

1           Can you discuss a little bit more about the  
2 address validation software? Is this a software currently  
3 in use or one that's designated by the state?

4           MR. McCAIN: For the record, this is Romeo  
5 McCain, program supervisor for Registration Services.  
6 Presiding Officer Ames, may I have the floor?

7           MR. AMES: Yes, sir.

8           MR. McCAIN: All right. So we do currently  
9 have address validation components that we utilize within  
10 our system. If you are aware, IVTRS, there are certain  
11 components there that check whether an address is  
12 appropriate or if there are any differences between what  
13 the system pulls versus what a customer may enter.

14           So using that type of functionality and  
15 software and building on it, there are opportunities to  
16 add additional components and layers, which is what we're  
17 doing, when you start wanting to make sure of county  
18 selections and things of that nature.

19           So it is something that we currently utilize  
20 within the department. Now, it is a matter of within our  
21 requirements and development portion to dive deeper, add  
22 functionality and features to what is already in  
23 existence.

24           MR. AMES: Thank you, sir.

25           One clarification, or a few clarifications,

1 actually, on the ability to turn the system on and off.  
2 This is Officer Ames speaking.

3 So I love the ability for the tax assessor-  
4 collector to determine within their county whether they  
5 want to process out-of-county transactions for either  
6 title or registration, and you said that would carry over  
7 to webDEALER and webSUB.

8 So I guess my question is is it an all or  
9 nothing? If we turn it off for one of our representatives  
10 or frontline clerks, do we turn it off for everybody? Is  
11 it all or nothing for the county?

12 I understand we can either choose to the titles  
13 and/or the registration separately, but can we have some  
14 people in our county processing them and some not?

15 MR. McCAIN: Again for the record, my name is  
16 Romeo McCain, program supervisor for Registration  
17 Services.

18 As it stands right now and as we are, again,  
19 walking through and developing the concept, we have is  
20 structured to be an all-inclusive designation. I think  
21 it's something that we certainly can take back as we  
22 continue to move forward to discuss if there are any  
23 opportunities there to drill it down to the individual  
24 processor or county user level.

25 As it stands right now, the idea is that that

1 selection or designation would cover everyone within your  
2 county, and then, as stated, webDEALER and webSUB  
3 opportunities as well. But I think that's definitely an  
4 idea very much worth considering as we move forward in our  
5 requirements and development.

6 MR. AMES: Thank you, Mr. McCain. John Ames  
7 here again.

8 I would like for you to explore that further.  
9 I can see where some counties would want to turn it off  
10 and only give maybe their supervisors the ability to do  
11 that and that allows that transaction to be vetted through  
12 a process before it's just willingly done by a frontline  
13 staff member. So if you would explore that for future  
14 programming, that would be great.

15 One other question. Because you mentioned  
16 webDEALER and webSUB, if we have dealers that are outside  
17 of our county but they're on webDEALER processing work  
18 within our county and we turn off the willing county  
19 label, or switch, if you will, will those dealers still be  
20 able to process through webDEALER in our county?

21 MR. McCAIN: The functionality in webDEALER I  
22 am not 100 percent certain on, so I would ask any of my  
23 associates who have a lot more understanding in that area  
24 to speak to that. I know that's something that we've  
25 considered, and I don't want to misspeak when it comes to

1 that.

2 MR. THOMPSON: Romeo, I've got it. Clint  
3 Thompson, deputy director of VTR.

4 MR. AMES: Yes, Mr. Thompson.

5 MR. THOMPSON: Thank you. So I want to make  
6 sure I understand the question. So opting to turn off the  
7 willing county functionality, you have a dealer that is  
8 outside of your county, not located in Dallas County, or  
9 whatever the particular county is, and they submit a  
10 transaction to your county, they would have to be the  
11 selling dealer.

12 If they are the selling dealer, i.e., they're a  
13 statutory connection, you do not have the willing county  
14 functionality on, they will continue to be able to submit  
15 those transactions to you as they do today.

16 MR. AMES: But if they were not -- oh, I see  
17 what you're saying about being the selling dealer.

18 MR. THOMPSON: Correct.

19 MR. AMES: But if a dealer is outside of our  
20 county, Clint -- John Ames here -- if a dealer is outside  
21 of the county -- and let's use Harris county, for example.  
22 Say the dealer is in Montgomery County and they want to  
23 process the work in Harris County because their purchaser  
24 is in Harris County. As a webDEALER user they can do that  
25 under the statutory requirements. Correct?

1 MR. THOMPSON: Clint Thompson, deputy director  
2 of VTR.

3 The dealer, obviously to be submitting a  
4 transaction is going to be the seller, otherwise they  
5 wouldn't be submitting a transaction, but if they are  
6 located, you said, in Harris County. Correct?

7 MR. AMES: Use any example you'd like.

8 MR. THOMPSON: Okay. Located in Harris County  
9 and the purchaser is in Montgomery County, then they can  
10 submit that transaction -- statutorily today they would be  
11 able to submit that transaction statutorily tomorrow,  
12 assuming that they have been set up with the county where  
13 they are submitting it, so in this situation they would  
14 have to be previously set up by Montgomery County to  
15 submit the transaction. But this does not have any  
16 bearing on that functionality.

17 So the example would be a selling dealer in  
18 Harris County, the purchaser resides in Montgomery County,  
19 the selling dealer tries to submit the transaction to  
20 Dallas County.

21 If Dallas County has not enabled the  
22 functionality and set that dealer up or even if they have  
23 not set the dealer up, if they have not enabled that  
24 functionality, the dealer will be prevented from  
25 submitting the transaction to the alternate county because

1 you have not enabled that functionality.

2 So essentially, if the willing county  
3 functionality is not turned on for title applications, a  
4 dealer who is not in your county or submitting for the  
5 purchaser or a lienholder, they would be prevented from  
6 submitting that transaction to you.

7 MR. AMES: Thank you, Mr. Thompson, for the  
8 clarification.

9 MR. THOMPSON: Certainly.

10 MR. AMES: Members, any questions based on that  
11 discussion just now? Committee members, any questions,  
12 comments or discussion?

13 (No response.)

14 MR. AMES: Okay. Hearing none, we'll move on  
15 to the next section. Mr. Luna, your next presenter,  
16 please.

17 MS. JASO: Good morning, everyone. This is  
18 Kimberly Jaso. I'm the Title Services program supervisor,  
19 and I will be covering page 7 of the materials on the  
20 funds structure. There is a chart that represents the  
21 current and future state.

22 So currently, for private party and dealer  
23 title transactions -- which we touched on some of this  
24 already -- title fees and optional county fees are  
25 assessed based on the processing county.

1           The processing county also retains their  
2 county's portion or what would be their compensation from  
3 the title fee and the processing and handling fee, and  
4 they also retain their local county fees, and then they  
5 remit the applicable fees to the state and receive credit  
6 for those taxes and fees that they collected.

7           With SB 876 for private party and dealer title  
8 transactions, it will go back to whether it's a  
9 statutorily required processing scenario or a willing  
10 county scenario.

11           If the processing county is required to process  
12 the transaction by statute -- again, that means the  
13 processing county is either the purchaser or dealer/seller  
14 or lienholder's county -- then the only change to the  
15 funds structure is that the title fee will be assessed  
16 based on the resident's county instead of the processing  
17 county.

18           Optional county fees are still based on the  
19 processing county. There's no change to any county  
20 compensation from the title fee or the processing and  
21 handling fee. The processing county will still remit any  
22 applicable fees to the state that they collected and  
23 they'll still receive credit for those taxes and fees that  
24 they collected.

25           However, if the processing county is not

1     statutorily required to process that title transaction and  
2     they are willing to process it, then that's where the  
3     funds structure changes slightly.

4             So at this point both the title fee and the  
5     optional county fees will be based off the resident  
6     county, the resident county will receive credit for any  
7     taxes and fees that are collected by that processing  
8     county on their behalf.

9             The processing county will retain their  
10    compensation still from the title fee and any processing  
11    and handling fees, and they'll still be required to remit  
12    the applicable fees to the state since they were the ones  
13    that collected them.

14            For registration renewal, the resident county  
15    is also the processing county so those optional fees that  
16    are collected at registration are based on the resident  
17    county. The resident county again will retain their  
18    county portion of the processing and handling fee, their  
19    county optional fees, they remit the applicable fees to  
20    the state and receive credit for the registration fees  
21    that they collected.

22            With 876 the renewals processed by the resident  
23    county will have no change to the funds structure since  
24    they're still statutorily required to process those.  
25    However, it if it's a willing county that's processing it,

1 meaning it's a county other than the resident county, the  
2 county optional fees will still be based on the resident  
3 county and the resident county will still receive credit  
4 for the registration fees. The processing county will  
5 just be able to retain the county portion of the  
6 processing and handling fee and be responsible for  
7 remitting those fees to the state.

8           So as far as our reporting goes, clearly there  
9 are some funds structure differences for willing county  
10 type situations, so we want to ensure that we  
11 programmatically update reports and things that are going  
12 to assist the county with funds reconciliation and  
13 remittance.

14           One of those reports that we will make changes  
15 to is the funds remittance report. This is used by  
16 counties today to reconcile the fees and transactions that  
17 were processed. This report currently has an out-of-  
18 county amount section of that report, and we will be  
19 utilizing that section to reflect the transactions that  
20 were considered willing county transactions,  
21 non-statutorily required process transactions. And this  
22 will help the county to see on the report both the fees  
23 that the county collected on behalf of another county, as  
24 well as seeing the credit for the fees that were collected  
25 by another county on their behalf.

1           We also have the county closure sales tax  
2 report that's an existing report that we'll also be  
3 re-purposing for the willing county transactions, and this  
4 report allows a county to see the sales tax related fees  
5 that were collected by another county on their behalf.

6           So since sales tax is remitted to the  
7 comptroller outside of our Registration and Titling  
8 System, this report is to assist a county in determining  
9 the sales tax amounts that they will receive credit for  
10 that they weren't the one that processed the transaction  
11 and collected those amounts.

12           We're also looking at the ability to include in  
13 this report the sales tax related fees that a county  
14 collected on behalf of another county, so those will be  
15 representative of sales tax amounts that they processed  
16 but would not receive credit for, and so we're also in  
17 discussions with the Comptroller's Office regarding the  
18 sales tax reporting and remittance to make sure we're  
19 covering all these.

20           The last report that we have that will have  
21 some programming changes is the vehicles sold by dealer  
22 report. This again is also an existing report that a  
23 county can run to see the total number of transactions  
24 that a specific dealer in their county processed, and this  
25 is usually used to help a county verify against the

1 vehicle inventory tax that a dealer pays the county.

2 Currently this report the county can only run  
3 it and see the transactions they processed from a  
4 particular dealer, but going forward, as part of the  
5 changes of SB 876, we're going to allow the county to run  
6 that statewide so that they can see all the transactions  
7 that were processed for that particular dealer that  
8 resides in their county.

9 So with that, if anybody has any questions or  
10 concerns or any discussion, I'll open it up.

11 MR. AMES: Thank you, Ms. Jaso.

12 Members, any questions or concerns for Ms.  
13 Jaso? Any discussion or questions for Ms. Jaso? Members,  
14 any questions or comments?

15 (No response.)

16 MR. AMES: Ms. Jaso, I have a few questions or  
17 comments. This is Presiding Officer Ames.

18 Number one, thank you to the department for  
19 doing this programming. With 254 different counties and  
20 the accounting systems within each county being somewhat  
21 different, this will make a more streamlined and  
22 consistent process and I think will be good not only for  
23 the State of Texas but for each county tax assessor, so we  
24 appreciate this.

25 I also want to commend the department on

1 working directly with the Comptroller's Office because, as  
2 you stated, those are two separate state agencies that tax  
3 assessors remit funds to, but the requirement of those  
4 funds does come from the RTS system, so having those  
5 reports will greatly benefit and help us with our fund  
6 procedures.

7 And huge kudos to the department on the  
8 vehicles sold by dealer being statewide. That will really  
9 assist in our auditing of SRT with various dealers and  
10 verifying that funds are remitted properly. So thank you  
11 and kudos to that. You did a great job explaining all  
12 this.

13 Members, any questions or concerns?

14 (No response.)

15 MR. AMES: Hearing none, I would like to go  
16 back real quick to Mr. McCain. I do have one question.

17 When Ms. Jaso was discussing her options I  
18 thought of the question, and I think it's probably more  
19 appropriate for you, Mr. McCain.

20 If a county chooses to turn off the willing  
21 county feature for the in-house transactions, the ones  
22 processed by county staff, can they turn it on for a  
23 webSUB transaction, those processed by our neighborhood or  
24 subcontractor locations?

25 MR. McCAIN: For the record, this is Romeo

1 McCain, program supervisor for Registration Services.

2 Presiding Officer Ames, may I have the floor?

3 MR. AMES: Yes, sir.

4 MR. McCAIN: Thank you, sir.

5 At this point in time, again, the designation  
6 is all-encompassing so that selection once made either on  
7 or off would include both your county users and webSUB and  
8 webDEALER users as well. The only break would be between,  
9 at this point, registration versus title transactions, the  
10 transaction level opportunity to distinguish between the  
11 two is all that is in play at this point.

12 MR. AMES: Thank you, sir.

13 Officer Ames here. I would like the department  
14 to consider having that functionality split. I can see  
15 where a grocery store would be on a county line and may  
16 service constituents from both counties, citizens from  
17 both counties, and they would be willing, if the tax  
18 assessor is willing, to process vehicle registrations from  
19 both counties at a webSUB.

20 So if the department would consider adding that  
21 to the agenda to have that split, as well as the ability  
22 to have individual staff members within the county be able  
23 to process willing transactions and not process willing  
24 transactions.

25 MR. McCAIN: I just wanted to say, sir, we'll

1 definitely take that back for consideration.

2 MR. AMES: Thank you. Thank you, Mr. McCain.  
3 I appreciate that.

4 MR. THOMPSON: Presiding Officer Ames, Clint  
5 Thompson, deputy director of VTR. If I can have the  
6 floor, please?

7 MR. AMES: Yes, sir.

8 MR. THOMPSON: Thank you.

9 So I want to make sure I understand the request  
10 and the scenario. The scenario would be to turn off the  
11 willing county functionality for staff of the county tax  
12 office in RTS but allow for a subcontractor, a limited  
13 service deputy of that particular county to process  
14 registration renewals for out of county residents?

15 MR. AMES: Yes, sir, Mr. Thompson, that is the  
16 recommendation.

17 MR. THOMPSON: Okay. Then the question I would  
18 pose to the counties is if you were turning that  
19 functionality off in RTS, would you not be declaring  
20 yourself as unwilling, thus your subcontractor limited  
21 service deputy cannot process transactions that you're not  
22 processing?

23 MR. AMES: I believe that would be the  
24 discretion of the county tax assessor. Officer Ames here  
25 speaking.

1           Some counties may not have the capacity within  
2 their own staffs, but their subcontractors may have the  
3 capacity to do out-of-county transactions, and as a  
4 convenience to the public, the county tax assessor may  
5 choose to allow their subcontractor to continue doing out-  
6 of-county registrations even though they themselves don't  
7 have the capacity to do that within their office.

8           MR. THOMPSON: Clint Thompson, deputy director  
9 of VTR.

10           Thank you for that. We'll certainly take a  
11 look at it.

12           MR. AMES: Thank you, Clint.

13           And the other thing is as long as we're doing  
14 it for webSUB, we may also consider it for webDEALER.

15           Okay. Thank, Ms. Jaso, Mr. McCain, and Mr.  
16 Thompson.

17           Mr. Luna, the next presenter, please.

18           MR. KRISCH: Good morning. My name is Stefan  
19 Krisch, and I'm the section director of Registration  
20 Services. May I have the floor?

21           MR. AMES: Yes, sir.

22           MR. KRISCH: Thank you.

23           The communications plan I'm going to outline  
24 was developed using our customary processes for  
25 communicating policy and procedural changes. That said,

1 we do understand that this bill is very impactful to our  
2 county partners, and we encourage you to make any  
3 suggestions that strengthen this proposed plan.

4 So we anticipate proposing the rule changes  
5 this November that should allow the rule to be adopted in  
6 February of next year. On February 17 we will then  
7 distribute the associated Registration and Title bulletins  
8 and any revised forms.

9 The following Tuesday, February 22, we will  
10 conduct a training webinar in the morning and one in the  
11 afternoon for county tax office staff to attend. As  
12 always, these webinars will be recorded and posted on our  
13 website for future reference.

14 On the following Wednesday, February 23, we  
15 will hold a morning and afternoon training webinar for the  
16 dealer community, and then on February 25 we will provide  
17 the release notes for the Registration and Titling System.

18 The release notes will detail the changes to  
19 the system and provide any procedural information for  
20 county staff. Then the RTS update will occur the  
21 following weekend, and the bill-revised administrative  
22 rules and RTS programming will then be in effect on March  
23 1, 2022.

24 Were there any questions on our communications  
25 plan?

1 MR. AMES: Thank you, Mr. Krisch.

2 Members, any questions on the communication  
3 that has just been proposed? Members, do we have any  
4 questions or discussion?

5 MS. ALIU: This is Member Aliu.

6 MR. AMES: Member Aliu, please.

7 MS. ALIU: Yes. I just have a question about  
8 the training. We have one on February 22 at two different  
9 times, morning and afternoon, for the tax assessor-  
10 collectors, and then one on February 23 at two different  
11 times for the dealers.

12 It seems like that's not enough training  
13 sessions. Is there any way another one can be held the  
14 week before in the same manner?

15 MR. KRISCH: Appreciate the comment. Stefan  
16 Krisch, for the record.

17 We can certainly take that under advisement.  
18 Are you requesting for additional seminars in different  
19 weeks or different days during the same week? I just want  
20 to be clear on the ask.

21 MS. ALIU: Yes. Billie Aliu.

22 Yes, different weeks with the same webinars, so  
23 perhaps the week before can have the same setup as the  
24 week of February 22 and 23, but the same week prior to  
25 that.

1 MR. KRISCH: Stefan Krisch, for the record.

2 Absolutely, we'll take that under  
3 consideration, look at scheduling and see what we can put  
4 together. I don't think that's going to be a problem.

5 MS. ALIU: Thank you.

6 MR. AMES: Thank you, Member Aliu.

7 And I also agree with Member Aliu. This is  
8 Officer Ames.

9 This is the department's standard communication  
10 plan when riders come out, but this is a huge, huge change  
11 to the system and to the procedures and how things go, and  
12 so additional training for both the tax assessors and the  
13 dealers is definitely something that I would agree with.

14 I, as the county tax assessor of the second  
15 largest county in the state, you know, I've got 150 people  
16 that need to learn this, so having two options is not  
17 really enough. So I would concur with Member Aliu's  
18 comments and encourage the department to have more  
19 communication as far as webinars.

20 And that said, that process is important that  
21 this communication be timely and that it be earlier rather  
22 than later. I believe tax assessors and car dealers would  
23 rather get two or three notifications than not enough, or  
24 get more than they needed earlier than they needed them to  
25 be prepared.

1           With today's COVID situation and the pandemic  
2           and not knowing our staffing situation from day to day, we  
3           are planning further in advance than we ever have before,  
4           and I know car dealers would appreciate the advance notice  
5           also.

6           For example, I noticed yesterday the notice of  
7           this meeting came out to tax assessors at 4:26 yesterday  
8           afternoon. It would have been nice if it had come out  
9           earlier in the week so that people had more plans to  
10          attend this meeting. And in this case also with the  
11          communication on Senate Bill 876, the more communication  
12          earlier would be great.

13          MR. CAVENDER: Officer Ames, Member Cavender  
14          wishes to speak, please.

15          MR. AMES: Yes, sir. You have the floor.

16          MR. CAVENDER: Yes. Just from the dealer's  
17          perspective, title clerks in our Cavender operations, we  
18          have as many as six to eight title clerks working at any  
19          one time, so I would agree with Member Aliu that dealers  
20          certainly need a second option on the webinar, so a week  
21          prior to the February 23 would be very helpful for the  
22          dealers so that we could put our title clerks on that  
23          webinar.

24          MR. AMES: Thank you, Member Cavender. I  
25          completely agree.

1 Any other comments or questions at this time,  
2 members? Any comments or questions, members?

3 (No response.)

4 MR. AMES: All right. Hearing none, Mr. Luna,  
5 would you like to wrap up the presentation?

6 MR. THOMPSON: Roland Luna, VTR director.  
7 Officer Ames, if I may?

8 MR. AMES: Yes, sir.

9 MR. THOMPSON: I just wanted to make sure that  
10 we understood as an organization TxDMV that the committee  
11 has talked about, as it relates to the communication plan,  
12 having more communication and further out prior to March  
13 1, more webinars to give staff members, whether they work  
14 for dealerships or they work for county tax assessor-  
15 collectors, to give them an opportunity to attend the  
16 webinars. And so we certainly want to make sure that we  
17 consider those things and make sure that we have  
18 opportunities that are available for all staff members to  
19 take part.

20 We have discussed the four components of our  
21 implementation plan. There's been several questions that  
22 have been raised by the committee members. We hope that  
23 we have answered all of your questions.

24 If there's any questions that you have now  
25 regarding any of the four components, we want to make sure

1 that we give you an opportunity to ask those questions  
2 now.

3 Also, as it relates to just our implementation  
4 overall, as we continue with the programming, there were  
5 some recommendations that were made. We will certainly  
6 take those under advisement, and we will work with our  
7 information technology staff as well as our subject matter  
8 experts in VTR to see if any of those options are viable.

9 And since we're not going to have and we don't  
10 plan to have another Customer Service Advisory Committee  
11 meeting related to the implementation of 876, we want to  
12 make sure that we hear any other questions, concerns, or  
13 recommendations that the committee may have.

14 So Officer Ames, would you like to ask the  
15 committee if there's any last questions that they have?

16 MR. AMES: Thank you, Director Luna.

17 Committee members, do you have any other  
18 further questions at this time for Mr. Luna or his team  
19 regarding the implementation of Senate Bill 876? Any  
20 questions, members?

21 (No response.)

22 MR. AMES: All right. Seeing or hearing none,  
23 Mr. Luna, I would like to say that your team did a great  
24 job. I really appreciate the visuals that you provided  
25 for us. At the last meeting we heard a lot of

1 information, at this one, seeing it and reading it has  
2 definitely sparked some questions.

3 You did mention that there's no scheduled next  
4 meeting for this, but I don't believe that this committee  
5 is prepared to make a recommendation to the DMV Board just  
6 yet. We still have lots of things that we would like for  
7 you guys to consider and come back with us.

8 And so at this time I would recommend to the  
9 committee that we allow DMV staff to read through the  
10 recommendations and the questions that we had today and  
11 make one more final presentation to the committee in the  
12 next two or three weeks when they have that ready, and at  
13 that time then the committee can decide if we're ready to  
14 move forward with this.

15 Do any of the committee members have any  
16 comments or questions about that statement? From any  
17 members?

18 (No response.)

19 MR. AMES: All right. Mr. Luna, is that  
20 acceptable?

21 MR. THOMPSON: Officer Ames, Roland Luna, VTR  
22 Division director.

23 I will need to defer to our general counsel,  
24 Tracey Beaver, or an associate general counsel to answer  
25 that. What we can do at this point is we can take that

1 information, and then we can get back to the committee and  
2 to you as the presiding officer, if that's okay.

3 MR. AMES: Wonderful.

4 Ms. Beaver, are you on the call? I believe Mr.  
5 Richards is. Mr. Richards, do you have any comment?

6 MR. RICHARDS: Yes. Officer Ames, David  
7 Richards, associate general counsel, for the record.

8 We can definitely take what commentary and  
9 recommendations that have set forth this morning during  
10 this call and get back with you and also the committee  
11 members with what we need to do. But we'll continue to  
12 take it under advisement and communicate with the  
13 committee.

14 Thanks.

15 MR. AMES: Wonderful. Thank you, Mr. Richards.

16 All right. John Ames here. Hearing no  
17 opposition to the discussion just had, we will move  
18 forward without a recommendation at this time, and we'll  
19 wait to hear from Mr. Richards and Mr. Luna as to the next  
20 meeting of this committee when we can discuss the final  
21 presentation of this. We'll come to as a committee moving  
22 forward to make a recommendation to the full DMV Board.

23 At this time we're at section number 3. At  
24 this time we'll go to public comments.

25 David Richards, are there any comments from the

1 public?

2 MR. RICHARDS: David Richards, for the record.

3 There are no public comments at this time,

4 Officer Ames.

5 MR. AMES: Okay, fantastic.

6 Since there are no public comments, I want to  
7 thank everybody for their time today. Before we close, I  
8 would like to reiterate that this is an important  
9 committee to the DMV. Mr. Luna has some ideas in the  
10 pipeline, after we finish with SB 876, to provide input to  
11 the DMV.

12 Mr. Luna, do you have anything that you'd like  
13 to say regarding that?

14 MR. THOMPSON: Officer Ames, Roland Luna, VTR  
15 Division director. If I may?

16 MR. AMES: Yes, sir.

17 MR. THOMPSON: Thank you, sir.

18 The Texas Department of Motor Vehicles values  
19 the recommendations, the commitment, and the time that all  
20 advisory committee members make to the committee and to  
21 the department.

22 Whether it's the Customer Service Advisory  
23 Committee or Consumer Protection, all of our advisory  
24 committees play a vital role in development of programs  
25 and processes.

1           And we value this committee, we value the  
2 partnerships we have with the committee, we value our  
3 partners at the counties with the tax assessor-collectors,  
4 and one of the things that we want to do in the future is  
5 continue to evaluate items that could be brought to this  
6 committee for discussion and briefing and possible  
7 recommendations.

8           I spoke with Officer Ames about trying to  
9 develop items that are appropriate for this committee. It  
10 could enhance the customer service experience when those  
11 individuals have business with the Texas Department of  
12 Motor Vehicles or any of our partners.

13           So we want to continue to look at opportunities  
14 and things that we can bring to this committee to enhance  
15 that customer service experience. So more to come and I  
16 look forward to continuing to work with CSAC.

17           MR. AMES: Thank you, Mr. Luna.

18           We as a committee are willing to serve and help  
19 provide the DMV with as much input as possible on customer  
20 service relations, and I think we have a great committee  
21 with a great diversity and they will definitely have  
22 input.

23           At this time we will head to item number 4,  
24 which is adjournment. Boy, just a little over an hour, so  
25 I think our committee is doing great on time, not the two

1 or three hours that we had predicted, which is good.

2 Do we have any comments or closing comments  
3 before we adjourn? Committee members, any comments before  
4 we adjourn?

5 (No response.)

6 MR. AMES: Hearing none, do I have a motion to  
7 close the meeting and adjourn?

8 MR. HAYTER: Move. Russell Hayter.

9 MR. AMES: Thank you, Russell Hayter.

10 MR. CAVENDER: Member Cavender seconds.

11 MR. AMES: All right. So we have a motion by  
12 Member Hayter and a second by Member Cavender to adjourn.

13 I don't believe we need to take a roll call vote. All  
14 those in favor say aye.

15 (A chorus of ayes.)

16 MR. AMES: Mr. Richards, we are adjourned.

17 MR. RICHARDS: Thank you, Officer Ames. Great  
18 meeting, committee.

19 (Whereupon, at 10:06 a.m., the meeting was  
20 adjourned.)

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MEETING OF: TxDMV Customer Service Advisory  
Committee

LOCATION: via Webex

DATE: September 30, 2021

I do hereby certify that the foregoing pages,  
numbers 1 through 54, inclusive, are the true, accurate,  
and complete transcript prepared from the verbal recording  
made by electronic recording by Nancy H. King before the  
Texas Department of Motor Vehicles.

DATE: October 13, 2021

/s/ Nancy H. King  
(Transcriber)

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